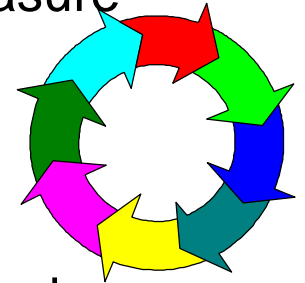


Initial Feedback from MACOMs

- Need to develop and publish more comprehensive plan to measure “Strategic” key indicators
 - **Performance of Business Rules**
 - **National Management processes**
- Need to work on defining and measuring actual cost savings and avoidance due to referral processes
- Concerned about synchronization of automated credit timeliness tracking system
- Publish credit table challenge results and develop comprehensive plan to incorporate lessons learned from FY01 execution



Next Step: Will establish formal SSF R&A forum with MACOMs